

IN HOME SERVICES

Process Description

Prepared by: Department of Information Systems



In Home Services Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

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Process Description

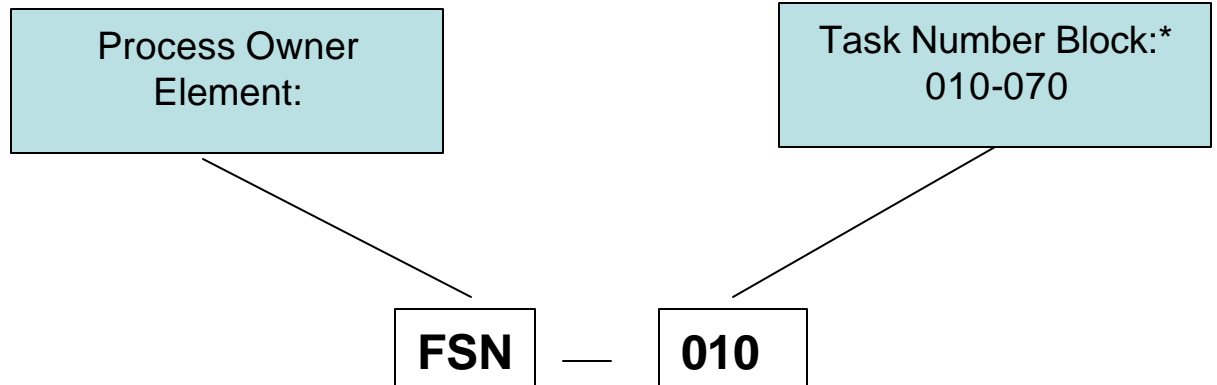
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Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person / group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process / task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

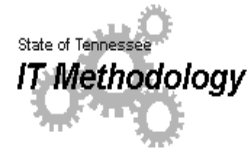
Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs / Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

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Process Name: In Home Services

Process Manager: Elizabeth Black

Process Description: The Tennessee General Assembly has charged the Department of Children's Services with providing timely, appropriate, and cost-effective services for children in state custody and to those at risk of entering state custody so that these children can reach their full potential as productive, competent, and healthy adults. The goals of In Home Services are to provide quality, accountable, focused services to keep children and communities safe, while empowering families to remain together or moving a child to permanency.

Interfaces w/ other processes:

- Out of Home Services
- CFTM Permanency Planning / On-going Assessment

Process Participants: Assessment Worker, Family Service Worker, CFT members, Service Providers, Community Resources, Child, Family

Associated Documentation:

CS-0498 Application for Services in the Family Crisis Intervention Program
CS-0499 Juvenile / Family Certification
CS-0559 Release of Information
GS-0989 Department of General Services Certificate of Records Destruction
Family Crisis Intervention Program Procedure Manual
Documentation of the Family Functional Assessment Process
Family Functional Assessment Field Guide
Functional Assessment Web Application
State of Tennessee Department of Children's Services
Documentation of the Family Functional Assessment Process

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Supporting Policy:

NOTE: These policies and forms maybe changing as the Department of Children Services moves toward Multiple Response and streamlining to one worker, one family for the life of a case.

Administrative Policies and Procedures: 10.1: Family Crisis Intervention Program

Administrative Policies and Procedures: 10.2: Family Crisis Intervention Program Case File Review

Administrative Policies and Procedures: 10.3: Family Crisis Intervention Program (FCIP) Case File Disposition

Administrative Policies and Procedures: 11.4: Functional Assessment Process

Administrative Policies and Procedures: 31.7: Engaging Families

TCA 37-1-132

TCA 37-1-168

TCA 37-1-169

TCA 37-5-106

DCS Practice Model Standard - 2-105B

DCS Practice Model Standard - 2-109B

DCS Practice Model Standard - 2-110B

DCS Practice Model Standard – 5-201

DCS Practice Model Standard – 5-204

DCS Practice Model Standard – 6-400

DCS Practice Model Standard – 6-507B

DCS Practice Model Standard - 6-508B

DCS Practice Model Standard – 6-513C

DCS Practice Model Standard – 8-101

DCS Practice Model Standard – 8-206B

DCS Practice Model Standard – 10-101

DCS Practice Model Standard – 11-101

DCS Practice Model Standard - 11-103

DCS Practice Model Standard - 11-302A

DCS Practice Model Standard – 11-307A

DCS Practice Model Standard – 11-310B

DCS Practice Model Standard – 11-315B

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Task (IH-010): CFTM: Permanency Planning / On-going Assessment

Task Owner: CFT Members

Participants: CPS / Family Service Worker, Family, Child, Other CFT Members (members identified by family, teachers, service providers, etc.), CFT Facilitator, Child and Families Support Network

Inputs: A child and family have been investigated / assessed and the outcome of the investigation / assessment is that the family is in need of services in order to ensure safety, well-being and permanency for the child.

Performance Metric: CPS / FSW convene CFTM within 7 days of completion of investigation / assessment if Permanency Plan is to be developed.

Performance Steps:

1. CPS / FSW convene CFTM within 7 days of completion of investigation / assessment to develop a Permanency Plan.
2. CPS / FSW, Child / Family and CFT members meet to review information gathered during investigation / assessment.
3. The CPS / FSW, Child / Family and CFT work together to develop an appropriate Permanency Plan for the child and family.
4. The Permanency Plan will outline specific services to be provided to the child and family, will specify tasks, responsible parties and expected outcomes.
5. CFTM facilitator documents all decisions / details from the CFTM.
6. *Refer to the process map and document for On-going Assessment / Case Planning for details regarding the tasks / activity involved in the On-going Assessment and Case Planning Process.*

Outputs / Deliverables:

- Permanency Plan

Task (IH-020): DCS Custody?

Task Owner: CFT members

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Participants: CPS / Family Service Worker, Family, Child, Other CFT Members (members identified by family, teachers, service providers, etc.), CFT Facilitator, Child and Families Support Network

Inputs: CFT reviews outcome of investigation / assessment of child / family.

Performance Steps:

1. Based upon investigation / assessment outcome, the CFT determines whether it is in the best interest of this child to remain in the home.
2. If the CFT determines that it is NOT in the child's best interests to remain in the home, refer to the Out of Home Services Business Process Map / Process Description related to the removal of a child from their home.
3. If the CFT determines that it is in the child's best interests to remain in the child's home then proceed to Task 040 or Task 060.
4. If a child is at "imminent risk" of coming into DCS custody because of needing a behavioral health service that cannot be accessed, has been denied or not yet approved, a referral may be generated to the DCS Crisis Management Team (CMT).
5. The DCS Court Liaison, MRS Investigation Worker, MRS Assessment Worker or Family Service Worker may fax the written prescription or any other relevant clinical record to the CMT along with the referral.
6. The DCS CMT may contact the Behavioral Health Organization (BHO) directly, refer the child / family to DHS, refer the child / family to a Center of Excellence (COE) or generate a Letter of Authorization (LOA) to access or obtain the needed service and to prevent the child from coming into DCS custody.

Outputs / Deliverables:

- Comprehensive Assessment.
- Determination if it is in the child's best interest to remain in the home.
- Referral to DCS CMT
- Letter of Authorization

Task (IH-030): Out of Home Services

Task Owner: Family Service Worker

Participants: Family Service Worker, Team Lead, Service Providers, Child, Family, Child and Families Support Network

Inputs: A determination that it is not in the child's best interest to remain in the home.

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Performance Steps:

1. Based upon investigation / assessment outcome, the CFT determines that it is not in the child's best interest to remain in the home. .
2. *Refer to the Business Process Map and document for Out of Home Services for details regarding the tasks / activities involved in the provision of Out of Home Services to a child / family.*

Outputs / Deliverables:

- Determination that it is not in the child's best interest to remain in the home. Child is placed in the custody of DCS.

Task (IH-040): Relative Caregiver / Families First Kinship Care Programs

Task Owner: Family Service Worker

Participants: Family Service Worker, Team Lead, Service Providers, Child, Family, CFT

Inputs: Determination is made that the child's best interest can best be served by the provision of Relative Caregiver / Families First Kinship Care services.

Performance Steps:

1. Departmental staff engages the family and identifies relatives who are willing to serve as a placement resource.
2. Based upon investigation / assessment outcome, the CFT determines that the child's best interest is served by remaining with or being placed with relatives.
3. *Refer to the process map and document for Relative Caregiver / Families First Kinship Care Program for details regarding the tasks / activities involved in the provision of Relative Caregiver / Families First Kinship Care Program services to a child / family.*

Outputs / Deliverables:

- Referral to the Relative Caregiver / Families First Kinship Care Program.

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Task (IH-050): Inform Family of Community Resources

Task Owner: Family Advocate

Participants: Family Service Worker, Family Advocate, Child, Family, Child and Family Team, Relative Family

Inputs: Determination made that family will participate in the Relative Caregiver / Families First Kinship Care Program.

Performance Steps:

1. Referrals are made to community services that may include Relative Caregiver Services, case management services, support services or both.
2. Family / Relative Caregiver are made aware of available community resources.

Outputs / Deliverables:

- Referral to other agencies
- May include continued participation in Relative Caregiver Program.

Task (IH-060): Implement / Revise Permanency Plan

Task Owner: Family Service Worker

Participants: Family Service Worker, Team Lead, Service Providers, Child, Family, CFT

Inputs: CFT has reviewed outcome of investigation and assessment and has developed a Permanency Plan that identifies and addresses the child and family's service needs.

Performance Metric:

Performance Steps:

1. Assessment / Family Service Worker and Family execute the Permanency Plan.
2. Assessment / Family Service Worker make necessary referrals to service providers and ensure

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that family receives the services as outline in the Permanency Plan. This includes linking the family with any appropriate resources available in the community.

3. Assessment / Family Service Worker maintain communication with all service providers to ensure that the family is receiving services and to gather input as to the family's progress.
4. Assessment / Family Service Worker will meet with the family to determine if they believe they are making progress and if services should continue.
5. Assessment / Family Service Worker evaluate and document the effectiveness and appropriateness of the services being provided.
6. Assessment / Family Service Worker meet with the family to evaluate progress on the Permanency Plan.

Outputs / Deliverables:

- Referrals for service
 - Update comprehensive Assessment
-

Task (IH-070): CFTM: Permanency Planning / On-going Assessment

Task Owner: Family Service Worker

Participants: Family Service Worker, Child, Family, Service Providers, CFTM Facilitator, Other CFT members

Inputs: Assessment / Family Service Worker have initiated the Permanency Plan with the family.

Performance Metric: CFTM should be convened at least quarterly to review information related to the effectiveness of services being delivered toward building family strengths and ensuring safety, well-being and permanency for the child. However, a CFT can, and should be, convened at any time a change in services or termination of service provision is being considered.

Performance Steps:

1. If the Assessment Worker is still the primary worker on the case and it is close to the 120 days, the worker can carry the case, a CFTM is convened.
2. Assessment / Family Service Worker prepare CFT members for meeting.
3. CFT reviews and discusses effectiveness of services delivered according to the Permanency Plan.
4. CFT members must consider whether enough progress has been made that on-going service

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and DCS intervention is no longer needed, if additional services or other change in Permanency Plan is warranted, or whether it is still in the best interests of the child to remain in the home.

5. CFTM facilitator documents all decisions / details from the CFTM.
6. ***Refer to the process map and document for On-going Assessment / Case Planning for details regarding the tasks / activity involved in the On-going Assessment and Case Planning Process.***

Outputs / Deliverables:

- Evaluation of Permanency Plan
- Updated Permanency Plan
- Updated comprehensive Assessment

Task (IH-080): Has enough progress been made to achieve permanency and close the case?

Task Owner: CFT

Participants: Family Service Worker, Child, Family, Service Providers, Other CFT members

Inputs: Assessment / Family Service Worker have initiated the Permanency Plan with the family.

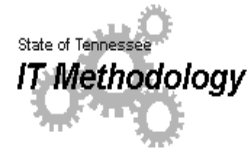
Performance Metric: CFTM should be convened at least quarterly to review information related to the effectiveness of services being delivered toward building family strengths and ensuring safety, well-being and permanency for the child. However, a CFT can, and should be, convened at any time changes in or termination of services is being considered.

Performance Steps:

1. Based upon the updated comprehensive Assessment, the family, the child and information from service providers, the CFT determines whether continuation of current service is appropriate or whether a change in service is needed.
2. CFT members may determine that new services in addition to current services are needed, or that a portion of current services can be terminated while others continue. CFT may also reconsider whether it is still in the best interest of the child to remain in the home.
3. CFT members may determine that enough progress has been made that no further services or intervention by DCS are needed to ensure the safety, well-being and permanency of the child.
4. If it is determined that enough progress has been made that intervention from DCS is no longer needed proceed to Task 090.

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5. If it is determined that enough progress has not been made and that intervention from DCS is still needed, return to Task 020.

Outputs / Deliverables:

- Updated / Revised Permanency Plan
 - Update comprehensive Assessment.
 - Evaluation of family progress.
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Task (IH-060): Inform Family of Community Resources

Task Owner: Assessment / Family Service Worker

Participants: Assessment / Family Service Worker, Child, Family, Service Providers, Community resources

Inputs: CFT has made the determination that the family's progress towards permanency is such that services and intervention from DCS are no longer needed.

Performance Metric:

Performance Steps:

1. Prior to ending the service relationship with the child and family, the Assessment / Family Service Worker will ensure that the family is informed of resources that are available to them in the community, should they need them.
 2. Assessment / FSW may even make contact with Community resources to make them aware of the family.
 3. Assessment / FSW close the case, with approval from Team Leader.
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Outputs / Deliverables:

- Family informed of community resources
 - Case Closed
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Family Services – Non-Custody

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Process Owner Sign-Offs

Viola P. Miller, Commissioner, Department of Children's Services	Date
Project Sponsor	

Elizabeth Black, Executive Director, Office of Child Permanency	Date
Project Sponsor	

Shalonda Cawthon, Executive Director, Office of Child Safety	Date
Project Sponsor	

Michael Bowie, Executive Director, Office of Information Systems	Date
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